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Gloria Molina  
Mark Ridley-Thomas  
Zev Yaroslavsky  
Don Knabe  
Michael D. Antonovich

## County of Los Angeles COMMUNITY AND SENIOR SERVICES

3175 West Sixth Street • Los Angeles, CA 90020  
Tel: 213-738-2600 • Fax 213-487-0379

*Enriching Lives Through Effective And Caring Service*



css.lacounty.gov

Cynthia D. Banks  
Director  
Otto Solórzano  
Chief Deputy

June 10, 2014

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, California 90012

Dear Supervisors:

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

22 June 10, 2014

*Sachi A. Hamai*  
SACHI A. HAMAI  
EXECUTIVE OFFICER

### **DELEGATE AUTHORITY TO EXECUTE HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP) CONTRACT AND CONTRACT AMENDMENTS WITH CENTER FOR HEALTH CARE RIGHTS (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

#### **SUBJECT**

Community and Senior Services (CSS) seeks delegated authority to: 1) execute a contract with Center for Health Care Rights and allocate Older Americans Act (OAA) and Older Californians Act (OCA) Health Insurance Counseling and Advocacy Program grant funding each year for a four (4) year contract term of July 1, 2014 through June 30, 2018, as a result of a Health Insurance Counseling and Advocacy Program (HICAP) Invitation for Bids (IFB); 2) execute contract amendments within the contract term to increase or decrease contract amounts; and 3) execute Cost of Living Adjustments (COLA) to contract agency consistent with the County's established policy and contract language. The HICAP provides health insurance counseling and advocacy services to Medicare Beneficiaries, Medicare and Medi-Cal (dual-eligible) beneficiaries, their representative or persons aged 60 and older who are close to obtaining Medicare eligibility in Los Angeles County, excluding the City of Los Angeles.

#### **IT IS RECOMMENDED THAT THE BOARD:**

1. Delegate authority to the Director of CSS, or designee, to execute a contract with Center for Health Care Rights in the amount of \$1,083,024 per year for the provision of Health Insurance Counseling and Advocacy Program services for a four-year contract term, effective July 1, 2014 through June 30, 2018, after County Counsel (Counsel) approval of the contract as to form. Overall funding for the agency is subject to the availability of funds each fiscal year and the agency's performance in meeting the goals of the HICAP in the County.

2. Authorize the Director of CSS, or designee, to: (a) execute contract amendments as needed throughout the contract term, effective July 1, 2014 through June 30, 2018, to add, when necessary, any newly relevant or updated County, state or federal contract language or contract terms; and (b) to increase or decrease the contract amount in response to the availability of any funding received, and based on contractor performance provided that: (i) any increase does not exceed 10% of the total maximum contract sum, and the total allocation does not exceed funding availability, (ii) approval of Counsel as to form is obtained prior to any such amendment, and (iii) the Director of CSS, or designee, confirms in writing to the Board and the CEO within 30 days after such amendments have been executed.
3. Authorize the Director of CSS, or designee, to approve and execute COLA increases to the contracted agency at the Director's discretion consistent with the County's established policy and contract language.

### **PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The recommended actions will enable CSS to continue administration of the HICAP for the contract term beginning July 1, 2014 through June 30, 2018. CSS has already been granted delegated authority to accept additional funds when made available by the State. This program provides health insurance counseling and advocacy services to Medicare Beneficiaries, Medicare and Medi-Cal (dual-eligible) beneficiaries, their representative or persons aged 60 and older who are close to obtaining Medicare eligibility in Los Angeles County, excluding the City of Los Angeles.

#### **Performance Measures**

The success of the HICAP will be determined based on performance measures which align with the Federal and State-mandated requirements.

### **Implementation of Strategic Plan Goals**

The recommended actions support the Countywide Strategic Plan Goals: Goal 1: Operational Effectiveness; Goal 2: Fiscal Sustainability; and Goal 3: Integrated Services Delivery.

### **FISCAL IMPACT/FINANCING**

The HICAP is fully financed with HICAP grant funds received annually from the California Department of Aging (CDA). Funding for the HICAP in FY 2013-14 was \$1,013,729, including HICAP-Financial Alignment (HICAP-FA) funding of \$111,454. Funding in the amount of \$1,083,024 has been included in CSS' FY 2014-15 Proposed Budget and will be for each of the subsequent three (3) years, based on continued availability. There is no Net-County Cost (NCC) impact.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The current HICAP contract is due to expire on June 30, 2014. In February 2014, CSS released a HICAP IFB to solicit bids from qualified community-based agencies to provide HICAP services for a four (4) year contract period, from July 1, 2014 through June 30, 2018, contingent upon the availability of funds and contractor performance.

### **CONTRACTING PROCESS**

On February 27, 2014, CSS released an IFB to solicit bids from qualified agencies to provide HICAP services to adults aged 60 and older who are receiving or close to obtaining Medicare benefits. CSS sent over 500 letters of interest from a compiled address list to potential bidders in all supervisorial districts, including the Los Angeles County Commission for Older Adults (LACCOA) members and current Area Agency on Aging (AAA)-funded agencies. The IFB was advertised in greater Los Angeles County newspapers such as the Los Angeles Times, Hoy, Daily News, San Gabriel Valley Tribune, Long Beach Press Telegram, Antelope Valley Press, Los Angeles Sentinel, and Daily Breeze. The IFB and all related documents were also posted and available on the CSS, Internal Services Department (ISD) and County Office of Small Business (OSB) websites.

In response to the IFB, one agency submitted a bid to provide HICAP services. Center for Health Care Rights is being recommended for funding having met the IFB minimum requirements, and has agreed to cover all existing service areas and/or expand services into new areas throughout the County.

Center for Health Care Rights is in compliance with all Board and CEO requirements.

#### Monitoring

Monitoring of the HICAP will be conducted on an annual basis and will include administrative and programmatic monitoring to ensure contract compliance. Program monitoring is accomplished through the CSS Contract Compliance Division. Fiscal compliance monitoring will be conducted annually by an approved vendor procured through the Auditor-Controller.

#### **IMPACT ON CURRENT SERVICES (OR PROJECTS)**

The recommended actions will assure the continuation of HICAP services to the eligible adults who are receiving or close to obtaining Medicare benefits.

#### **CONCLUSION**

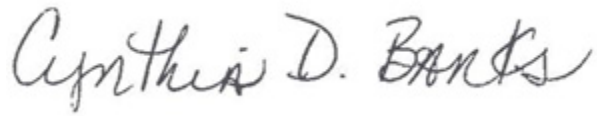
Upon Board approval, please provide a copy of the adopted Board letter to Ms. Lisa Brunson, CSS, 3175 West Sixth Street, Room 403, Los Angeles, CA 90020 or via e-mail: lbrunson@css.lacounty.gov. Ms. Brunson may be reached by telephone at (213) 738-2519.

The Honorable Board of Supervisors

6/10/2014

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Respectfully submitted,

A handwritten signature in dark ink, reading "Cynthia D. Banks". The signature is written in a cursive, flowing style.

CYNTHIA D. BANKS

Director

CDB:OS:PG:

SIR:LB

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors